

Enterprise Incident Report August 2012

As of 9/4/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Board of Pardons and Parole	Metro C Desktop Support	Tammy Black	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Metro C Help Desk	Cliff Jensen	3 3	3 3
		Reed Stohel	4 3	4 3
		Ross Owen	1 1	1 1
		Assigned to Individual Total	8 7	8 7
	Metro C Hosting	Dana McDonald	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Strategic Communications	Luis Larios	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin	1 0	1 0
		Sorensen		

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			Low	FCR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	10	10
	Assigned Group Total		138	138
Customer Company Total			138	138

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Board of Pardons and Parole	Metro C Desktop Support	Tammy Black	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro C Help Desk	Cliff Jensen	3 0	3 0
		Reed Stohel	4 0	4 0
		Ross Owen	1 0	1 0
		Assigned to Individual Total	8 0	8 0
	Metro C Hosting	Dana McDonald	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Strategic Communications	Luis Larios	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0

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			Low	MIR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	10	10
	Assigned Group Total		130	130
Customer Company Total			130	130

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Board of Pardons and Parole	Metro C Desktop Support	Tammy Black	2 0.03	2 0.03
		Assigned to Individual Total	2 0.03	2 0.03
	Metro C Help Desk	Cliff Jensen	3 0.00	3 0.00
		Reed Stohel	4 0.06	4 0.06
		Ross Owen	1 0.00	1 0.00
		Assigned to Individual Total	8 0.03	8 0.03
	Metro C Hosting	Dana McDonald	1 0.01	1 0.01
		Assigned to Individual Total	1 0.01	1 0.01
	Strategic Communications	Luis Larios	1 0.34	1 0.34
		Assigned to Individual Total	1 0.34	1 0.34
	Voice Operations	Romanza Hamblin Sorensen	1 0.19	1 0.19

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			Low	ATTIR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	1 0.19	1 0.19
	Assigned Group Total		13 0.06	13 0.06
Customer Company Total			13 0.06	13 0.06

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Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Board of Pardons and Parole	Metro C Desktop Support	Tammy Black	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro C Help Desk	Cliff Jensen	3 0	3 0
		Reed Stohel	4 0	4 0
		Ross Owen	1 1	1 1
		Assigned to Individual Total	8 1	8 1
	Metro C Hosting	Dana McDonald	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Strategic Communications	Luis Larios	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0

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			Low	MR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	10	10
	Assigned Group Total		131	131
Customer Company Total			131	131

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Board of Pardons and Parole	Metro C Desktop Support	Tammy Black	2 0.03	2 0.03
		Assigned to Individual Total	2 0.03	2 0.03
	Metro C Help Desk	Cliff Jensen	3 0.00	3 0.00
		Reed Stohel	4 0.06	4 0.06
		Ross Owen	1 7.42	1 7.42
		Assigned to Individual Total	8 0.96	8 0.96
	Metro C Hosting	Dana McDonald	1 0.01	1 0.01
		Assigned to Individual Total	1 0.01	1 0.01
	Strategic Communications	Luis Larios	1 1.89	1 1.89
		Assigned to Individual Total	1 1.89	1 1.89
	Voice Operations	Romanza Hamblin Sorensen	1 0.19	1 0.19

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			Low	ATTR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	1 0.19	1 0.19
	Assigned Group Total		13 0.75	13 0.75
Customer Company Total			13 0.75	13 0.75

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Detail

INC000000555746	Julie K Brown	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: Yes	7.42
INC000000556237	Susanne Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000556238	Susanne Escobar	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000556867	Melissa Stapley	Network	Error	None		TIR Missed: No	0.01
	Metro C Hosting	Dana McDonald	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.01
INC000000561816	Megan Flox-Lambert	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000562170	Julie K Brown	EIS Hardware	None	None		TIR Missed: No	0.34
	Strategic Communications	Luis Larios	Board of Pardons and Parole	Low	Closed	TTR Missed: No	1.89
INC000000562748	Shanna Wettstein	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000562904	Clark A Harms	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.06
INC000000563711	Chandee Israel	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000565449	Dona Kim	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000566388	Julie K Brown	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.19
INC000000567395	Julie K Brown	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000568878	Jennifer Bartell	Application	Error	None		TIR Missed: No	0.23
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.23